



**KING COUNTY**  
**CUSTOMER SERVICE SPECIALIST II**  
**DEPARTMENT OF NATURAL RESOURCES & PARKS**  
**SOLID WASTE DIVISION**  
**Hourly Rate Range: \$14.99 – \$19.00**  
**Job Announcement: 04MM4542**  
**OPEN: 8/25/04      CLOSE: 9/8/04**

**WHO MAY APPLY:** This position is open to all qualified career service employees who are members of Teamster Local 117E bargaining unit, all other career service employees, Executive Branch regular exempt employees and current probationary employees who have achieved career service status in a previous position. First consideration will be given to bargaining unit members.

**WHERE TO APPLY:** Required forms and materials **must** be sent to: **King County Solid Waste Division, ATTN: Customer Service Specialist II, 201 South Jackson Street, Suite 701, Seattle – WA 98104-3855.** Mail Stop KSC-NR-0701. You may email your application back to [hr.swd@metrokc.gov](mailto:hr.swd@metrokc.gov) or you can fax your application materials back to the Solid Waste Division at (206) 296-0197. We are not responsible for incomplete fax transmissions. Applications materials must be received by 4:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED). **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

**FORMS AND MATERIALS REQUIRED:** A [King County application form](#) and letter of interest.

**WORK LOCATION:** King Street Center, 201 South Jackson Street, 7<sup>th</sup> Floor; Seattle -WA 98104.

**WORK SCHEDULE:** This position is overtime eligible. It works a 40-hour workweek; Monday through Friday; 8:00 a.m. – 5:00 p.m. Hours are non-negotiable and attendance and timeliness is critical to this position.

**PRIMARY JOB DUTIES INCLUDE:** Provide telephone, walk in and web-site e-mail assistance to customers of the Solid Waste Division; managing information requests and data and update referral resource materials. Due to nature of job duties, attendance and timeliness is essential. Duties include:

- Answer multi line telephone, e-mail and in-person inquiries regarding waste reduction and recycling and provide other solid waste management options.
- Research and gather current and accurate solid waste information in order to address customer questions and concerns.
- Answer Solid Waste Division Website e-mail inquiries.
- Prepare, package and send requested written materials.
- Update and research resources for reference material.
- Prepare monthly performance indicator reports on the volume and types of telephone inquiries.
- Other administrative duties as assigned.

***KNOWLEDGE/SKILLS/ABILITIES:***

- Excellent customer service skills in a busy office setting
- Skills in communicating with people of diverse backgrounds
- Problem solving skills
- Research and analytical skills
- Keyboarding skills
- Excellent telephone etiquette
- Working knowledge of computers including Word, Excel and Outlook
- Experience in performing internet searches to assist customers

***QUALIFICATIONS:*** High School diploma or equivalent and at least one year of experience performing customer service functions in a busy and high demand office setting. Experience in assisting the public is highly desirable.